

I am a civil rights attorney with the U.S. Dept of Education Office for Civil Rights in San Francisco. I have had the occasion to use the video relay service to communicate with Deaf and hard of hearing persons who file civil rights complaints or who are witnesses in civil rights matters. I find that video relay produced a vastly superior and effective communication as compared to ordinary telephone relay. Please adopt the appropriate rate and regulatory requirements to ensure the continued development of technology and multi-vendoring of VRS.